

# Employee Guide to Year 2000

IBM CONFIDENTIAL

## IBM in A/NZ

### *Employee Guide to Year 2000*

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# 1 Year 2000 Checklist ...

## Are you Ready?

It is your responsibility to ensure you have actioned and understood the following Y2K checklist items. Please complete the checklist and return to your manager.

- ☐ **ClickNet is installed on my PC or workstation**  
For further information and details on how to install ClickNet, visit <http://w3.ibm.com/transform/clicknet>
- ☐ **I have read, understood and certified that I will comply with IBM's Clean Management practices**  
For a copy of the Clean Management practices please visit the Year 2000 topic bulletin title 'Clean Management Practices' on the IBM in A/NZ intranet site [w3.a-nz.au.ibm.com](http://w3.a-nz.au.ibm.com)
- ☐ **I have discussed my leave plans with my manager for the transition period**  
I know whether I will be/will not be working over the transition period. I have a clear understanding of my role, dates and location of when I am required.
- ☐ **I know how my team will operate during the transition period**  
We have shared contact phone numbers and pager numbers and I know which colleagues are working or on-call during the transition. We know how to contact each other should we need to provide departmental status information.  
*(Remember that employees' personal contact details are confidential. They should be handled sensitively and not passed on to external parties.)*
- ☐ **I have backed up critical files on my hard drive or diskette**  
To do this click on 'Start' then 'Programs' and then 'Windows Explorer'. Find all files within your drives and directories you'd like to back-up and drag & drop into the drive which you choose as the back-up destination. This will copy files you have highlighted onto the specified drive.
- ☐ **I have installed and have kept Norton AntiVirus running**  
For further information on Norton AntiVirus, visit: <http://w3.ibm.com/transform/help>

**You need to be comfortable with all these items well before New Year's Eve.**

# 2 A/NZ Year 2000

## reference pages

### Handy IBM in A/NZ Contacts:

For quick and easy reference, below are principle contact details of some key IBM in A/NZ departments.

Department:	Contact Details:
IBM Switchboard	132 426 (Australia) 576 5999 (New Zealand)
IBM Security	02 9354 4450 (Australia) 576 5557 (New Zealand)
Service Centre (HelpDesk)	02 9354 9666 (Australia) 0800 288 566 (New Zealand)
Payroll	02 9354 7707 (Australia) or w3.paylink.au.ibm.com 04 576 5776 (new Zealand)
Procurement	02 8448 4735 (Australia) 04 576 8326 (New Zealand)

### Dates I am working through the IBM transition period:

Use the following table to record when you will be working over the transition period.

Date:	Time:	Location:	Role:	Manager:

### Important Contacts within my department/team:

Fill in the following table with important numbers you may need to have on hand over the transition or if you wish insert your team's roster.

Title:	Name:	Contact Details:
Manager		

## **Useful intranet sites for Year 2000 information**

**IBM in A/NZ site:**

<http://w3.a-nz.au.ibm.com>

**IBM Corporate Year 2000 Web site:**

<http://www.ibm.com/year2000>

**IBM Corporate Year 2000 intranet:**

<http://w3.ibm.com/year2000>

**Year 2000 Product Readiness Database:**

<http://www.yr2k.raleigh.ibm.com/>

**Year 2000 IBM Home PC Readiness:**

<http://www.pc.ibm.com/year2000>

**Year 2000 IBM Software and hardware:**

<http://www.software.ibm.com/year2000>

**IBM AP Daily News:**

[http://w3.ap.ibm.com/a\\_dir/apdaily.nsf/pages1/Year 2000](http://w3.ap.ibm.com/a_dir/apdaily.nsf/pages1/Year%2000)

**IBM AP Outages intranet:**

<http://w3.help.ibm.com/whiteboard/ap.html>

**1999/2000 Christmas and New Year public holiday dates:**

The Australian and New Zealand governments have deemed the following list of public holidays for the 1999/2000 Christmas and New Year period:

***Australia***

<b>Christmas Day</b>	Saturday, 25 December 1999 (Holiday rates for NSW only)
<b>Christmas Day public holiday observed</b>	Monday, 27 December 1999
<b>Boxing Day</b>	Sunday, 26 December 1999
<b>Boxing Day public holiday observed</b>	Tuesday, 28 December 1999
<b>New Year's Eve (for NSW only)</b>	Commencing Noon Friday, 31 December 1999
<b>New Year's Day</b>	Saturday, 1 January 2000 (Holiday rates for NSW only)
<b>New Year's Day public holiday observed</b>	Monday, 3 January 2000

***New Zealand***

<b>Christmas Day</b>	Saturday, 25 December 1999
<b>Christmas Day public holiday observed</b>	Monday, 27 December 1999
<b>Boxing Day</b>	Sunday, 26 December 1999
<b>Boxing Day public holiday observed</b>	Tuesday, 28 December 1999
<b>New Year's Day</b>	Saturday, 1 January 2000
<b>New Year's Day observed</b>	Sunday, 2 January 2000
	Monday, 3 January 2000
	Tuesday, 4 January 2000
<b>NZ IBM Day*</b>	Wednesday, 5 January 2000

(\*IBM New Zealand deemed public holiday only)

# 3 Working at IBM during the

## Year 2000 transition - Business as Usual

In terms of Year 2000 readiness, Australia and New Zealand are in a good position to welcome in the new millennium.

You should treat this period like any other. Be aware of what's happening in and around your environment (radio and newspapers may assist with this) and use your common sense to assess whether or not there seems to be any outages that may affect you coming to work. If in doubt, contact your manager.

In light of this, your approach for working over the transition period should be one of **Business as Usual**, with a focus on providing a high quality service to customers and Business Partners - as we normally do.

What does this mean? It means that you should expect, unless otherwise told, that normal business practices, processes and site operations will be in place. Unless you have arranged leave with your manager, you are expected to come to work during normal business hours, operate as you normally would do and handle work situations accordingly.

### ***'Business as Usual' Processes for IBM in A/NZ***

#### **Telephone calls - external queries:**

The IBM switchboard in Australia (132 426) will be staffed continually from 8:00pm Friday, 31 December 1999 until 8:00am Tuesday, 5 January 2000, after which it will return to normal operations. The NZ switchboard (576 5999) will operate from 8:00am to 5:30pm on business days only, except on New Years Eve, where it will operate from 11:00pm (31/12/99) to 4:00am (01/01/2000). When not in operation over the transition, messages left on the NZ switchboard answering machine, will be cleared and handled by the NZ Service Centre.

Please do not call the switchboards unless you have a specific business need. All calls from the groups listed below should be transferred through to the switchboard immediately, without comment, for urgent attention by the relevant groups to handle.

- **Customers**

As always, our first priority will be to fulfil our obligations under existing maintenance and support agreements with our customers. All calls will be screened for existing service/support agreements. Customers calling for product service and support should be transferred and directed to the usual customer product support line - 131 426 (Australia) and 0800 733 222 (New Zealand). All other calls should be referred to the switchboard listed above. For written responses requests from customers on IBM's Year 2000 preparations and status, a clear process exists and these requests are managed by the IBM in A/NZ Y2K Project Office 61 2 9354 4515.

- **Government relations**

All government agencies should be referred to the switchboard who will contact Public Affairs. In NZ, if this is when the switchboard is closed, these calls should be referred to the NZ Service Centre. (Please note that this is not applicable in terms of current Government contracts).

- **Media/Analyst inquiries**

IBM media and analyst relations is managed by our Communications team. You should refer all media and analyst inquiries immediately (phone or face-to-face), without comment, to the IBM switchboard for transfer to the on-duty communications employees. In NZ, if this is when the switchboard is closed, these calls should be referred to the NZ Service Centre.

## **Payroll**

All payroll inquiries will be handled in the usual manner by visiting the Paylink Plus Web site [w3.paylink.au.ibm.com](http://w3.paylink.au.ibm.com) or calling 02 9354 7707 (Australia) and 04 576 5776 (New Zealand).

## **Purchasing/Procurement**

If you require any information relating to purchasing, please contact procurement on 02 8448 4735 (Australia) or 04 576 8326 (New Zealand). The procurement officer handling your inquiry will advise of any specific Year 2000 requirements for your intended purchases or you can visit the IBM in A/NZ intranet site under the Year 2000 topic. For a full listing of the procurement officers on-call throughout the transition, please visit the IBM in A/NZ intranet site under the 'Year 2000' topic.

## **IBM sites Building access and security**

As part of Year 2000 security and safety preparations, access to major IBM Australia location (only those listed below), will be restricted from 6:00pm New Years Eve until 8:00am the following morning. After this period, building access will be as normal, i.e. regular ID badge access. All other sites, including New Zealand, will operate business as usual.

If you know you will need to access an IBM location over the New Years Eve period, you should ensure you have the appropriate access to your scheduled work location. Your manager needs to send a Lotus Notes to [Access/Australia/Contr/IBM@IBMAU](mailto:Access/Australia/Contr/IBM@IBMAU) copying the relevant locations representative listed below:

LOCATIONS REPRESENTATIVE	IBM LOCATION
Toby Harrison	Cumberland Forest, NSW
Janis Steel	Darling Park, NSW
Garry Rainsbury	Collins Street, VIC
George Olsen	Southgate, VIC
Saskia Graver	Canberra, ACT
Tracy Sheridan	Brisbane, QLD
Andrew Franklin	Motorola House, NSW
Noel Brooker	Garden Drive,
Tony Brennan	Pitt Street, NSW
Paul McNutt	Brisbane Call Centre, QLD
Nadene Smith	Perth, WA
Simone Cordeaux	Adelaide, SA
Phil Kenny	Berry Street, NSW
Natasha Colley	Darwin, NT
Stephanie Blair-Beal	Zenith Centre, NSW

Location representatives and Vivienne Ashton, A/NZ location administration manager (0412 371 753), will be on call throughout the transition period including New Years Eve. However, in the event that you have difficulty in accessing work locations, please contact IBM security first on 02-93544450 (Australia) 02-98752917 (Direct Line) or 0412-383280 (Mobile phone) who will then contact the appropriate locations representative to assist. For New Zealand contact 576 5557 (Direct line) 64 25 76 5557 (Mobile phone) or Security System Maintainers or SSL on 64 4472 3813.

### **IBM Customer sites Building access and security**

IBM employees working at customer sites should focus on Section 5 of this guide for information on building access and security information for the transition period.

### **Employee Communications**

You should not expect to receive updates or business status information over the transition period unless necessary. Any information you need to know about the business during the transition period will be sent to you via the existing communication vehicles such as Newslinks, the IBM in A/NZ intranet (w3.a-nz.au.ibm.com) and all employee notes. As always, all employee communications will be managed by the Communications Department.

### **IBM Networks and desktops**

- **Service Centre (Help Desk)**  
The IBM Service Centre will continue to provide technical assistance to employees during the transition period. This includes support for any technical issues with your business PC or IBM-supported PC and business telephones eg. LAN, Lotus Notes, and printers. As per business as usual procedure, only call the IBM Service Centre if you have a specific business need/problem. The IBM Service Centre can be contacted on 02 9354 9666 (Australia) and 0800 288 566 (New Zealand).
- **IP Dialer**  
Do not use IP Dialer unless it is for essential business purposes during the transition period. Using IP dialer without a specific business need decreases network capacity and could therefore potentially affect our ability to service our customers over the transition period.
- **IBM Systems Outage reporting**  
As usual, information on system outages will be provided if an outage has lasted 20 minutes or longer. Posted information is updated every hour after and where possible an ETA is stated. There are four main sources you can use to find out about any system outages:
  1. IBM Help desk (02 93549666 - Australia or 0800 288 566 - New Zealand) - using Interactive Voice Response (IVR) messages when all operators are busy. Calls to the help desk inquiring about outages are not charged to your department.
  2. AP outages internet - <http://w3.help.ibm.com/whiteboard/ap.html>
  3. VM logon screen (ACDN Screen)
  4. A/NZ TDO Information Database - previously known as the 'ANZ Notes FAQ database', this also contains Broadcast Messages to all employees, and information on printing, voice, policies & procedures, education, desktop issues, Lotus Notes and Y2K issues.



- **PC/ThinkPad**

Now is a good time to review your management of computer files and documents housed on your PC. Here are some simple tips:

- Shut down and turn off workstation computers before leaving the office on your last business day of the year,
- Check the correct time and date is on your computer when you log back on in the New Year. For step by step instructions, visit the A/NZ TDO Information Database and look under *'Checking you date/time in Win 95 or NT'*.
- Save Lotus Notes id file to diskette  
For step by step instructions, visit the A/NZ TDO Information Database and look under *'Making a copy of your Notes User ID'*.
- Create a local replica of your mail file by 15 December 1999, if you have not already done so. Update the local replica before leaving the office on your last business day of the year. For step by step instructions, visit the A/NZ TDO Information Database and look under *'Notes replication - How to...'*.

# 4

## What happens if Business as Usual Processes Fail? - Contingency Plans

As part of our internal efforts, IBM in A/NZ has identified critical business processes. in terms of the process functions which rely on technology applications to achieve essential business objectives. Contingency plans have been developed for all the identified critical processes. The plans outline how processes would operate in case of any Y2K related disruptions. A manager in your business area has reviewed and interlocked with contingency plans relating to the processes.

In general, operating in contingency mode means using manual processes to replace those automated processes affected. For example, a automated form may be replaced by a manual one.

Only employees with delegated authority will implement Contingency Plans. Information that you need to know about contingency plans that affect your business unit are outlined in section five of this guide. Employees who have a role in managing the contingency situation within your business unit will receive education on the plans developed - you may be one of those employees. Speak to your manager if you have any questions about the education process for Contingency Plans.

### Employee Communications

The Communications Department has established a process for providing employees with up-to-date information in the event any Year 2000 disruptions. However, remember to use your common sense to decide whether or not you believe that there may be an issue at your work location or the way in which you operate at work has been affected.

- **Lotus Notes**

The primary method of communications to you about Year 2000 issues, will be via Lotus Notes (e-mail) backed up by information posted up on the A/NZ intranet site ([w3.a-nz.au.ibm.com](http://w3.a-nz.au.ibm.com)).

- **Voice Mail**

In the event of IBM network disruptions which prevents/limits the use of Lotus Notes, information will be communicated to employees on IBM sites via Voicemail drop messages. Employees on customer sites will be notified via their on duty manager. In this case, any information you need to know about Year 2000 disruptions please access your Voicemail either from home or in the office and follow the usual steps.

*Note:* Building closures will only occur when there is a failure of either electricity, water, air conditioning, or security systems. Discuss these contingency situations with your manager prior to the transition.

If you need to work but are unable to access your office, then the following would apply:

1. inform your manager of your situation,
2. minimise network use by replicating Lotus Notes and operating, where possible, in a standalone situation (on "island"); and avoid doing any non-critical work over the transition to ease system use.

**For further information contact :**

**Name:** Cindy Ubilla  
**Phone:** 44558

**Date Accepted :**  
26/11/99

**Date Submitted :**  
25/11/99